



A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting




CAHPS History

Christine Crofton, Ph.D.
AHRQ




Initiation of CAHPS



- Launched in 1995 – Quality of health plans from consumer's perspective
- CAHPS I grants with Harvard, RAND and Research Triangle Institute
- Westat as the CAHPS User Network contractor
- Develop surveys and reports to consumers and other users
- Standardization of surveys

2



Tipping Point for CAHPS Health Plan Survey



- **Centers for Medicare & Medicaid Services and National Committee for Quality Assurance adopt CAHPS survey**
- **Also:**
 - Most Medicaid programs
 - Department of Defense
 - United States Office of Personnel Management
- **130,000,000 Americans enrolled in plans for which CAHPS data are collected**

3



CAHPS II



- **2002 – 2007**
- **American Institutes for Research, Harvard, RAND**
- **Westat**
- **Expanding to other areas of the health care system**
- **Updated CAHPS name to Consumer Assessment of Healthcare Providers and Systems**
- **Tools useful for quality improvement as well as choice**

4



CAHPS Family of Surveys



- Ambulatory care
- Facility care

5



CAHPS Ambulatory Care Surveys



- CAHPS Health Plan Survey
- CAHPS Clinician & Group Survey
- ECHO[®] Survey
- CAHPS Item Set for People with Mobility Impairments

6



CAHPS Facility Surveys



- CAHPS Hospital Survey
- CAHPS In-Center Hemodialysis Survey
- CAHPS Nursing Home Resident Survey
- CAHPS Nursing Home Family Survey

7



Keys to Our Work



- Working closely with stakeholders to get their input into the products
- Providing sound scientific evidence for the surveys and reports
- Providing technical support throughout

8

